



A subsidiary of Pinnacle West Capital Corporation

ORIGINAL



0000052312

RECEIVED

50

David J. Rumolo  
Manager  
Regulation and Pricing

Tel. 602-250-3933  
Fax 602-250-3003  
e-mail [David.Rumolo@aps.com](mailto:David.Rumolo@aps.com)

Mail Station 9708  
PO Box 53933  
Phoenix, Arizona 85072-3933

2006 APR 28 P 4: 56

AZ CORP COMMISSION  
DOCUMENT CONTROL

April 28, 2006

Mr. Ernest Johnson  
Director, Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

RE: AUTO-DIALER PILOT PROGRAM APRIL 2006 QUARTERLY REPORT, SETTLEMENT  
AGREEMENT PARAGRAPH 32 (f) AS REQUIRED BY DECISION 68112  
DOCKET NO'S. E-01345A-04-0657 AND E-02145A-03-0775  
13

Dear Mr. Johnson:

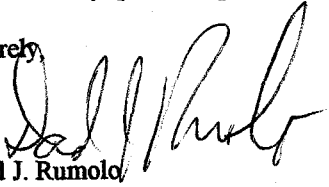
Pursuant to Paragraph 32(f) of the Commission-approved Demand Estimation Settlement, APS changed its procedure of using an auto-dialer to attempt customer contact when the account had experienced consecutive months of estimated reads due to no-access. The change was the creation of a pilot program to call customers after the second consecutive estimated read instead of the third. This pilot went into effect in June of 2005. Calls are attempted between 1 and 4 days prior to the customer's scheduled meter read date.

The attached page shows the numbers of two and three month consecutive estimated reads due to customer controlled no-access for the third quarter immediately following the change to the auto-dialer procedure.

At this time there is not enough information to evaluate the effectiveness of the auto-dialer program. APS will continue to evaluate the results in an effort to measure the effectiveness of the program.

If you have any questions please feel free to call me at 602-250-3933.

Sincerely,

  
David J. Rumolo  
Manager  
Regulation and Pricing

Attachment

DJR/jjb

cc: Brian Bozzo, Compliance Officer  
Docket Control, original plus 15

# **RESULTS OF NEW AUTO-DIALER PROCEDURE** **1st Quarter 2006**

CYCLE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	TOTALS
-------	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	--------

## **January 2006**

2 Consecutive Months  
of No-Access

28	29	30	18	21	36	20	46	30	38	33	55	37	50	35	32	25	22	47	45	28	705
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

3 Consecutive Months  
of No-Access

8	10	4	8	11	12	7	20	15	21	12	17	18	15	8	12	12	9	20	22	11	272
---	----	---	---	----	----	---	----	----	----	----	----	----	----	---	----	----	---	----	----	----	-----

## **February 2006**

2 Consecutive Months  
of No-Access

39	30	18	20	35	66	19	34	45	55	34	44	51	36	39	76	21	25	45	53	29	814
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

3 Consecutive Months  
of No-Access

15	13	2	9	13	12	10	17	20	24	11	14	21	15	18	15	8	11	15	16	13	292
----	----	---	---	----	----	----	----	----	----	----	----	----	----	----	----	---	----	----	----	----	-----

## **March 2006**

2 Consecutive Months  
of No-Access

35	NA	20	20	28	45	28	44	47	61	30	35	52	47	58	NA	25	35	41	32	46	729
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

3 Consecutive Months  
of No-Access

9	9	7	6	12	16	14	16	17	16	13	9	14	16	6	20	8	14	18	17	22	279
---	---	---	---	----	----	----	----	----	----	----	---	----	----	---	----	---	----	----	----	----	-----